

CUSTOMER SERVICE SOLUTIONS

Paul Noiseux DIRECTOR

Billing, Audit & Directory Assistance (Tiffany Hall)

- Receive and review P.C. repair invoices.
- Generate billing files for P.C. repair and training activities.
- Monitor 'spam abuse' hot line.
- Purchasing activities for CSS.
- Support of NOSC as required.
- Support and administration of T-Metrics directory assistance database.
- Vendor support for maintenance contract.
- Directory Assistance for citizens and state work force.

Network Operations Security Center (Cynthia Hancock)

- Monitor state networks for security, availability and performance.
- Problem reporting and tracking.
- Repair, dispatch and problem resolution.
- Analysis and follow-up.
- Information point for agencies & citizens.
- Monitor E-Commerce web sites.
- Contact point for local governments.
- Management reporting.
- Reset passwords.

Remedy Support (Tyra Nunn)

- Maintain, configure and administer service level agreements.
- Administer rights and permissions for users.
- Maintain databases.
- Train new users.
- Install, license and maintain Remedy and related systems.
- Analyze, develop and implement new and existing processes.
- Maintain management reporting facilities.
- Ensure appropriate back-ups for system and maintain disaster recovery plan.
- Other related issues as required.

Technical Support (Jim Warner)

- Openview Administration and maintenance.
- Multi-Media (TN. Tower, 3rd floor) maintenance and support.
- Technical / desktop support for NOSC agents.
- Maintenance of NOSC web site.
- Maintenance of NOSC consoles.